

CSG Client Services Guide	Date Issued 10/1/07	Subject Informed Choice	Vocational Planning
			Section 500

CSG Table of Contents	2
CHAPTER 5 – VOCATIONAL PLANNING.....	2
500 INFORMED CHOICE	2
500.1 Federal Regulations	2
500.2 Definition	2
500.3 Application/Intake	2
500.4 Assessment.....	2
500.5 Selection of Vocational Goal and IPE Development	3
500.6 Revisions to IPE	3
500.7 Case Closure.....	4
510 COMPREHENSIVE ASSESSMENT	5
510.1 Federal Regulations	5
510.2 Assessment and Vocational Planning	5
510.3 Counselor Comprehensive Assessment (CCA)	6
520 INDIVIDUALIZED PLAN FOR EMPLOYMENT (IPE)	7
520.1 Federal Regulations	7
520.2 IPE Development	7
520.3 Amended IPE	8
520.4 Supplemental IPE.....	9
520.5 IPE Corrections/Extensions.....	9
530 TICKET TO WORK.....	10
530.1 Related Websites	10
530.2 Best Case Practice/Procedure	10
530.3 Ticket Assignment: Active Cases 12-24.....	10
530.4 Ticket Assignment: Status 26 Closed Cases.....	11
530.5 Procedure.....	11
540 HOMEMAKER / UNPAID FAMILY WORKER.....	12
540.1 Homemaker - Defined	12
540.2 Homemaker - Activities and Functions	12
540.3 Homemaker - Best Case Practice	13
540.3.1 Homemaker: Initial Vocational Goal	13
540.3.2 Homemaker: Change of Vocational Goal	13
540.3.3 Homemaker: Case Closure	14
540.4 Unpaid Family Worker - Defined	14
540.5 Unpaid Family Worker - Best Case Practice	14
540.5.1 Unpaid Family Worker: Initial Vocational Goal	14
540.5.2 Unpaid Family Worker: Change of Vocational Goal	14
540.5.3 Unpaid Family Worker: Case Closure	15

CSG Client Services Guide	Date Issued 10/1/07	Subject Informed Choice	Vocational Planning
			Section 500

[CSG Table of Contents](#)

CHAPTER 5 – VOCATIONAL PLANNING

500 INFORMED CHOICE

500.1 Federal Regulations

[34 CFR 361.52](#) - Informed Choice

500.2 Definition

- Clients must be provided information and support services to assist them in exercising informed choice throughout the vocational rehabilitation process, including but not limited to:
 - Assessment information and, if appropriate, choice of vendor for vocational evaluation/assessment
 - Vocational goal selection
 - IPE development and/or amendments
 - Vocational rehabilitation services, including choice of vendor

500.3 Application/Intake

- Provide the client with information about eligibility, order of selection, services based upon financial need, and the overall rehabilitation process so they can make an informed choice about whether to pursue VR services.
- Provide information and referral to local workforce development centers, and, any other service providers that may be able to offer the individual assistance.

500.4 Assessment

- Review and discuss the purpose of the vocational evaluation or assessment.
- Provide information regarding the different types of assessment, and the various vendors that provide assessments.
- Document the client's choice of vendors and why they chose that vendor.

CSG Client Services Guide	Date Issued 10/1/07	Subject Informed Choice	Vocational Planning
			Section 500

500.4 Assessment (continued)

- Ensure the vocational evaluation/assessment is provided in the most integrated setting possible, consistent with the client's needs and informed choice.
- Review, discuss, and document assessment results that may impact vocational planning.

500.5 Selection of Vocational Goal and IPE Development

- Assist the client in selecting a vocational goal by exploring the person's strengths, resources, abilities, interests and informed choice.
- Provide information concerning the labor market, occupations consistent with the client's preferences and the variety of services available to assist the client in achieving their goal. ([Missouri Economic Research and Information Center](#))
- If assistance with the cost of a training program is being considered, discuss financial eligibility, client contribution, and cost-effective programs and services.
- In those situations when the VR counselor cannot support the client's informed choice, the following action should be taken:
 - Document why the client's choice is not supported.
 - Explore alternative opportunities/options with the client.
 - Provide the client with information regarding their appeal and mediation rights as well as the availability of the Client Assistance Program.
- Once the vocational goal has been agreed upon, document the client's informed choice and next step in vocational planning.

500.6 Revisions to IPE

- The IPE will need periodic review and revision (at least annually) to ensure that it remains an effective tool to assist the client in achieving an employment outcome, in accordance with informed choice.
- The client will be offered the opportunity to review the goal, progress toward the goal, satisfaction with services and discuss any changes that need to be made, in accordance with informed choice.

CSG Client Services Guide	Date Issued 10/1/07	Subject Informed Choice	Vocational Planning
			Section 500

500.7 Case Closure

- Prior to closure, the client will be informed (in writing, as well as any other appropriate forms of communication) of the intent to close the case.
- The client will be given the opportunity to sign the closure IPE, when applicable.

CSG Client Services Guide	Date Issued 10/1/07	Subject Comprehensive Assessment	Vocational Planning
			Section 510

510 COMPREHENSIVE ASSESSMENT

510.1 Federal Regulations

[34 CFR 361.45](#) - Development of the IPE

[34 CFR 361.46](#) - Content of the IPE

[34 CFR 361.5](#) - Definitions

510.2 Assessment and Vocational Planning

- Prior to IPE development, the counselor will assess the client's vocational goals, intermediate objectives, nature and scope of services and employment outcomes.
- The assessment will include information provided by the client, and information obtained in determining the client's eligibility.
- Documentation of the following factors that affect the employment rehabilitation needs of the client should be documented:
 - Personality
 - Career interests
 - Interpersonal skills
 - Intelligence and related functional capacities
 - Educational achievements
 - Work experience
 - Vocational aptitudes
 - Personal and social adjustments
 - Employment opportunities
 - Medical
 - Psychiatric/psychological
 - Other pertinent vocational, educational, cultural, social, recreational and environmental factors
- The assessment should also include an appraisal of the client's patterns of work behavior and services needed for the client to acquire and/or develop:
 - Occupational skills
 - Work tolerance, habits and attitudes, and
 - Social behavior patterns necessary for successful job performance.

CSG Client Services Guide	Date Issued 10/1/07	Subject Comprehensive Assessment	Vocational Planning
			Section 510

510.2 Assessment and Vocational Planning (continued)

- Throughout this assessment process, document at least monthly contact with the client.
- During the assessment and vocational planning process, assist the client in making an informed choice regarding their vocational goal by:
 - Determining there is reasonable expectation the client can secure employment
 - Providing the client with current labor market information
 - Assessing the client's financial resources/financial eligibility
 - Reviewing and discussing cost-effective programs/services.
 - Considering available comparable benefits/services

510.3 Counselor Comprehensive Assessment (CCA)

- Complete the "Counselor Comprehensive Assessment (CCA)" form in MoRIS, prior to the development of the IPE. [CCA Dictation Guide](#)
- Include the following information in Part 1 of the CCA:
 - A brief description of the client's disability and limitations
 - The client's vocational goal and/or justification supporting goal, include
 - Academic/aptitude testing
 - Previous educational and/or work experience
 - Results of vocational evaluation/assessment
 - Documentation that the vocational goal and services are compatible with the client's functional limitations
 - Accommodations or rehabilitation technology services needed
- Include the following information in Part 2 of the CCA:
 - Specific VR services to be provided for long and short term vocational planning.
- Include the following information in Part 3 of the CCA:
 - Explanation of how the services will assist the client in reaching their chosen vocational goal and obtaining a successful employment outcome.
 - Include a brief description of why the client needs VR services.
- After the CCA and IPE have been approved, complete the Status 12 move in MoRIS.

CSG Client Services Guide	Date Issued 10/1/07	Subject Individualized Plan for Employment (IPE)	Vocational Planning
			Section 520

520 INDIVIDUALIZED PLAN FOR EMPLOYMENT (IPE)

520.1 Federal Regulations

[34 CFR 361.45](#) - Development of the IPE

[34 CFR 361.46](#) - Content of the IPE

520.2 IPE Development

- The Individualized Plan for Employment (IPE) is a written document which outlines a plan to achieve the client's chosen employment outcome, and is developed through an assessment of the client's individual rehabilitation needs consistent with their unique strengths, resources, abilities and interests.
- Following the determination of eligibility (case movement to status 10), and upon establishment of an individual's vocational objective, development of the IPE should not exceed 90 days without justification.
- In developing the IPE, clients have the opportunity to exercise informed choice when selecting:
 - The employment outcome/employment setting
 - The specific VR services needed to achieve the employment outcome
 - The entity(s) that will provide the VR services, and
 - The methods available for procuring the services
- In discussing the nature and scope of VR services to be provided in developing the IPE, meet with the client to review and discuss the following:
 - Financial resources and eligibility
 - Comparable services
 - Cost-effective programs/services
 - Vocational goal and current labor market information
 - Accommodations required, if any
 - Services to be provided
 - Client and counselor responsibilities
 - Client's rights to due process hearing and/or mediation.

CSG Client Services Guide	Date Issued 10/1/07	Subject Individualized Plan for Employment (IPE)	Vocational Planning
			Section 520

520.2 IPE Development (continued)

- The IPE will be jointly developed, agreed upon and signed by the VR counselor and the client and/or their representative. The client/representative has the right to develop their own IPE, however the vocational goal and services should be mutually agreed upon.
- The client may also initial any IPE related “responsibility addendums” to verify their responsibilities associated with the plan for services have been reviewed.
- A copy of the IPE, addendums, and any authorizations for service that are completed in accordance with the IPE, will be provided to the client and service providers/designated school district personnel, if appropriate.
- Development of an IPE for a client currently receiving special education services in the secondary school system:
 - must be consistent with the goals, objectives and services identified in the student’s Individualized Education Program (IEP), and
 - should be developed prior to the student’s graduation/exit from the secondary school system, whenever possible, or
 - when an IPE has not been developed, the [Transition Planning Summary form](#) should be signed
- The IPE must be reviewed at least annually, or more often if specified or determined necessary, by the VR counselor and client or their representative, to assess the client’s progress in achieving the identified employment outcome.

520.3 Amended IPE

- The IPE may be amended by the VR counselor and client or their representative, when:
 - Changing the vocational goal/employment outcome
 - Scheduling a new VR service
 - Authorizing VR services to a different vendor/provider, or
 - Adding/changing the client responsibility addenda
- Any revisions or amendments to the IPE do not take effect until agreed to and signed by the client and/or their representative.

CSG Client Services Guide	Date Issued 10/1/07	Subject Individualized Plan for Employment (IPE)	Vocational Planning
			Section 520

520.4 Supplemental IPE

- A supplemental IPE may be developed when it is necessary to provide/authorize additional services which will supplement and support those VR services already being provided on a current IPE.
- A supplemental IPE does not require client signature, which will expedite the provision of these additional services necessary to assist the client in reaching a successful employment outcome.

520.5 IPE Corrections/Extensions

- The counselor/support staff may use the Diagnostic/Non IPE Form in MoRIS to document corrections/extensions to authorizations on an existing IPE. However, this process is not intended to replace the development of a Supplemental IPE and should not be used for that purpose.

CSG Client Services Guide	Date Issued 10/1/07	Subject Ticket to Work	Vocational Planning
			Section 530

530 TICKET TO WORK

530.1 Related Websites

www.socialsecurity.gov/work
www.yourtickettowork.com

530.2 Best Case Practice/Procedure

- When the counselor/support staff enters the amount of SSI-D or SSDI benefit from the Client Case Record or when completing a program move, the ***Ticket to Work*** screen will be activated, and the case will be monitored in the system as a ticket eligible case.
- It is the counselor's responsibility to ensure the appropriate box (SSI-A, SSI-D, or SSDI) has been entered into the MoRIS case management system.

530.3 Ticket Assignment: Active Cases 12-24

- Once the counselor saves an initial IPE in MoRIS, the SSA 1365 form will be generated. The counselor has the following two options for completing the ticket assignment to assure reimbursement and continuous disability review (CDR) protection:
 - #1: The 1365 is signed by both the client and the counselor and faxed to Maximus.
 - #2: The 1365 signed by the counselor only, along with the initial IPE is faxed to Maximus.
- If the client is readily available to sign the 1365, Option#1 is simple and quick, and does not require a "1365 Letter" be sent to the client.
- If the client is not available, counselors may choose to send the 1365 to the client for signature, along with the "1365 Letter" OR
- Choose Option #2 and fax Maximus the counselor signed 1365 along with a copy of the initial IPE. If the counselor selects Option #2, the client must be informed of this action and sent a "TTW-Active Status 12 to 24 Letter".
- If the client is allowed SSDI or SSI-D after the case is open, a program move adding the amount of the benefit will initiate the Ticket process.

CSG Client Services Guide	Date Issued 10/1/07	Subject Ticket to Work	Vocational Planning
			Section 530

530.4 Ticket Assignment: Status 26 Closed Cases

- To assign a ticket and obtain reimbursement for Status 26 closures, the counselor should complete a 1365 form and fax to Maximus with a copy of the initial IPE. Counselors may obtain the IPE from VR Central Office if the file is no longer at the district office.
- Place a copy of the 1365 form in the case file and document the ticket assignment in a case note in MoRIS. The client must be informed of this action and sent a *"TTW Active Status 26 Letter"*.
- Any active case with an IPE prior to 11-1-02 needs the client signature on the 1365 and any case closed 26 with an IPE prior to 11-1-02 will not be assigned. In both situations these "pipeline" cases are already eligible for reimbursement.

530.5 Procedure

- Once the counselor has completed the appropriate documentation for ticket assignment, Maximus will assign the ticket to VR and inform Central Office. Maximus will also inform VR if there is a problem or omission on the form, or if the ticket has been assigned to another Employment Network (EN). Central Office will update the Ticket Status Screen.
- If the ticket has been assigned to another EN or the client chooses not to assign the ticket to VR by contacting Maximus, a case note should be documented in the MoRIS case folder.
- Ticket status may be determined by reviewing Crystal Reports CM4068 and CM5076. These reports should be reviewed periodically by the district supervisor and counselor to ensure all cases that are ticket eligible have been identified and ticket status appropriately assigned.

CSG Client Services Guide	Date Issued 10/1/07	Subject Homemaker / Unpaid Family Worker	Vocational Planning
			Section 540

540 HOMEMAKER / UNPAID FAMILY WORKER

540.1 Homemaker - Defined

- Homemaker is recognized as gainful work when the client is the principal homemaker, and the activities are performed on a full time basis.
- Homemaker may be an appropriate occupation/vocational goal depending on individual needs and circumstances.
- Homemaking is not restricted to individuals who have previously functioned as homemakers.
- Services provided by Vocational Rehabilitation must enable the client to perform specific and substantial homemaking functions.
- Individuals living alone may be considered homemakers; however, there must be documentation of rehabilitation in homemaking activities rather than simple improvement in self-care activities.
- Individuals living with other family members may be considered homemakers; if the homemaking activities performed allow a family member to be gainfully employed outside of the home.

540.2 Homemaker - Activities and Functions

- Meal Preparation: mixing, handling, carrying, peeling, slicing, etc.
- Shopping: walking, carrying, lifting, driving, communicating, etc.
- Child Care: dressing, bathing, holding, lifting, feeding, chasing, walking
- House Cleaning: walking/standing, bending, stooping, reaching, pushing, pulling, lifting
- Dishwashing/Laundry: grasping reaching, lifting, carrying
- Budgeting: paying bills, handling money

CSG Client Services Guide	Date Issued 10/1/07	Subject Homemaker / Unpaid Family Worker	Vocational Planning
			Section 540

540.3 Homemaker - Best Case Practice

540.3.1 Homemaker: Initial Vocational Goal

- When VR services are being requested for the purpose of assisting the individual to obtain an initial vocational goal of “homemaker”, document the disability and specific functional limitations with regard to performing the activities of homemaking outlined above.
- The Eligibility Certification should describe the specific activities the client cannot perform as a result of the limitations imposed by their disability.
- The Counselor Comprehensive Assessment (CCA) should explain why vocational rehabilitation services are required to perform those specific homemaking activities (how will VR services help them perform these tasks).

540.3.2 Homemaker: Change of Vocational Goal

- When the employment outcome is being changed from the initial vocational goal to “homemaker”, provide documentation explaining why the vocational objective of homemaker is more appropriate at this time.
- Document “informed choice” and the client’s participation/agreement in changing the vocational goal.
- Identify specific functional limitations with regard to performing the activities of homemaking listed above.
- Determine the impact of any services VR has already provided on the client’s ability to perform homemaker activities.
- Document the need for additional services to improve the client’s ability to perform homemaking activities.
- Prepare an amended IPE to list “Homemaker” as the new job objective with specific services which can be shown to have a positive impact on homemaking activities. If previous services also had a positive impact, the only additional service needed may be guidance, counseling and follow-up.

CSG Client Services Guide	Date Issued 10/1/07	Subject Homemaker / Unpaid Family Worker	Vocational Planning
			Section 540

540.3.3 Homemaker: Case Closure

- The counselor must be able to document those substantial services provided that significantly impacted the client's ability to successfully perform homemaker activities for a Status 26 closure.
- If additional VR services are not needed, and prior VR services had no impact on the client's ability to perform homemaking activities, the case must be closed Status 28.

540.4 Unpaid Family Worker - Defined

- An individual who performs one or more specific tasks without actual cash payments on a family farm or business.
- The individual must have the personal responsibility for performing one or more assigned tasks or operations necessary to conduct the family business or farm.

540.5 Unpaid Family Worker - Best Case Practice

540.5.1 Unpaid Family Worker: Initial Vocational Goal

- When VR services are being requested for the purpose of assisting the individual to obtain an initial vocational goal of "unpaid family worker", document the disability and specific functional limitations with regard to performing the activities of unpaid family worker.
- The Eligibility Certification should describe the specific activities the client cannot perform as a result of the limitations imposed by their disability.
- The Counselor Comprehensive Assessment (CCA) should explain why vocational rehabilitation services are required to perform those specific unpaid family worker activities.

540.5.2 Unpaid Family Worker: Change of Vocational Goal

- When the employment outcome is being changed from the initial vocational goal to "unpaid family worker", provide documentation explaining why the vocational objective of family worker is more appropriate at this time.

CSG Client Services Guide	Date Issued 10/1/07	Subject Homemaker / Unpaid Family Worker	Vocational Planning
			Section 540

540.5.2 Unpaid Family Worker: Change of Vocational Goal (continued)

- Document “informed choice” and the client’s participation/agreement in changing the vocational goal.
- Determine whether or not the client can perform the duties of the particular job in the family operated business or family farm.
- Document the impact of previously provided services on the client’s ability to perform required activities.
- Determine need for additional services directed at improving the client’s performance as unpaid family worker.
- Prepare an amended IPE to list “Unpaid Family Worker” as the new job objective with specific services which can be shown to have a positive impact on the duties of an unpaid family worker. If previous services also had a positive impact, the only additional service needed may be guidance, counseling and follow-up.

540.5.3 Unpaid Family Worker: Case Closure

- In order to close an “unpaid family worker” case in Status 26, the case file must contain documentation that:
 - Substantial services, including guidance and counseling, were provided and
 - The services provided should have contributed to, had an effect on or had an impact on the client’s ability to perform the work
- If no additional services are needed, and prior services had no impact on client’s ability to perform tasks, substantial services were not provided and the case must be closed Status 28.